

# Setup Process

After purchase, we have a clear step-by-step onboarding process to get your marketing platform created and ready for use! Here's what you can expect during the setup phase:

## Order

1. Upon purchase you will be assigned a dedicated account manager. They will promptly reach out to schedule your initial onboarding call.
2. On your initial onboarding call, you will be asked for any information necessary in order to properly configure your website and any other assets that will be created for you.
3. We wait up to 5 business days to receive any specific content or graphics (logo, team pictures, etc) that you wish to be included.
4. As soon as your order phase is complete, we move to the development phase.



# Development



1. Development and Solutions team creates your custom designs according to the goals and criteria provided by your account manager. Any necessary content that has not yet been provided will be created by DT.

2. All design work is reviewed by QA team to ensure quality.

3. Bulletproof deliverables are submitted to you for review.

4. We wait up to 5 business days to receive feedback on deliverables, then we move to Revision and Sign Off stage.



# Revision and Sign Off

1. You review Bulletproof deliverables and give the go signal for launch. With regards to marketing, Launch is Step 1. Your assets need to be live before marketing can even begin.
2. Feedback is discussed via a scheduled call with your dedicated account manager. Two revisions are allowable. Revisions that require structural changes to the project require an addendum.
3. If revision work is requested, Development and Solutions team is re-engaged to perform any requested work.
4. All design work is reviewed by QA team to ensure quality.
5. Bulletproof deliverables are submitted to you for review.
6. We wait up to 5 business days to receive feedback on deliverables, then we move to Launch stage.



# Launch



1. Development and Solutions team sets up live server.
2. Migration of all files and media to live server.
3. DNS modifications and domain transfer.
4. Final setup, including Google Analytics Suite, Autoresponder, Mapping and any other domain-specific assets.
5. Dedicated account manager will reach out within 7 days of launch to schedule your initial 30 day performance review and discuss any marketing or goal-related concerns.
6. Support team is activated. Moving forward, any support concerns can be addressed 24/7 via Client Support.

